**Quality Assurance Policy**

Notting Hill Collegeprovides OFQUAL regulated qualifications: e. g. Level 3 Award in Education and Training and Level 5 Certificate in Teaching English as a Foreign Language (TEFL).

Quality is important to our business because we value our learners. We strive to provide our customers (learners) with services (training) which meet and even exceed their expectations. Notting Hill Collegeis committed to ensuring continuous improvement within all aspects of our business and has established a Quality Management System and policy statement which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of learner satisfaction and ongoing improvement throughout our business:

**1. Monitoring/Customer Feedback**

Learner feedback shall be collected through surveys, focus groups and comments, complaints and compliments cards. Learner feedback will be regularly obtained and analysed and improvements shall be highlighted and implemented across the organisation, where required.

All documents relating to IQA activities will be held securely, in line with Data Protection and confidentiality requirements. Access will be granted to all relevant awarding organisations to any assessment documents and related materials.

*Students*

* All students are to be made aware of NHC’s quality standards at induction.
* All feedback from students will be considered and actioned appropriately.
* The performance of all students will be monitored and evaluated.
* The student’s files will be continuously and diligently assessed for quality.

*Procedure*

* All staff are required to meet on a regular basis to review their work, set standards and monitor student’s feedback and achievements in accordance with the process of quality control.
* Quality control will be carried out against agreed criteria and incorporate performance indicators.
* Statistical analysis will be carried out against agreed criteria and incorporate performance indicators.
* Reviews will be supported by the analysis of student and employee feedback gathered through questionnaires and testimonies.

**2. Standardisation**

Standardisation activitieswill be undertaken regularly (at least every eight weeks) with IQAs, Assessors, Trainers and relevant line managers present. Standardisation activities will meet the requirements of the awarding organisations Notting Hill College are approved with. All meetings will have a set agenda and minutes shall be produced and disseminated to all relevant staff members.

**Example Standardisation Meeting Agenda:**

* Actions from previous standardisation meetings
* Resources, H&S, GDPR and E&T issues
* Progression and achievement of learners
* Examples of learners work to standardise
* Good practice from assessors
* Areas for improvements
* Internal quality assurance reports
* External quality assurance reports
* AO and qualification updates

All staff members who deliver or assess a qualification must do so to the same standard for all students. All trainers & assessors must be aware of the assessment methods involved with each qualification they are involved with. All trainers & assessors should be aware of what is and is not acceptable work from a student and should all agree on this expected level.

Standardisation allows these things to happen. It will normally happen in the form of a quarterly meeting that is attended by all staff members that deliver or assess a qualification. The IV will lead standardisation meetings, have a clear agenda for the

meeting and complete minutes (notes) for the meeting.

During a meeting, the IQA will ask all staff members to review a sample of a student’s work and come to a decision as a group. This will help all staff

members to work to the same standard and have a unified view of what is deemed to be a pass or fail. An agenda for a standardisation meeting will include:

* the details of all staff members present
* any actions from previous standardisation meetings
* examples of submitted work and assessment decisions
* good practices that have been identified
* any updated quality assurance information
* any updates from the Awarding Organisation

**Observation** of staff members will be determined by a yearly cycle, with all training and assessing staff members receiving a minimum of two observations per year. All staff members will be required to be observed twice. Action plans and support will be in place for any staff members identified as ‘requiring improvement’.

All observations will be documented and moderated.

**3. Continued Professional Development**

All Notting Hill College staff members will receive access to regular, continuous professional development (CPD) and shall be encouraged to undertake reflective practice.

CPD Objectives:

* To regularly review the performance, training and developmental needs of all NHC employees through regular meetings between each member of staff and their individual manager.
* To offer appropriate training and development to members of staff throughout their employment to enable them to fulfil their job role.
* To monitor and evaluate the effectiveness of training and development against NHC’s strategic goals.

**4. Internal Processes**

At Notting Hill College, we maintain robust internal processes to ensure full compliance with updates and guidance issued by our Awarding Organisation.

We achieve this through the following steps:

1. *Regular Communication with the Awarding Organisation:*Our Quality Assurance team maintains direct contact with the Awarding Organisation through newsletters, official portals, webinars, and account manager updates. Any policy changes, qualification updates, or assessment guidance are reviewed immediately upon receipt.
2. *Internal Review and Dissemination:*Once updates are received, the Internal Quality Assurer (IQA) reviews the content and assesses its impact on delivery, assessment, and internal verification. A summary of the changes is then documented and circulated to relevant staff during monthly team meetings or urgent briefing sessions if needed.
3. *Policy and Document Updates:*All affected policies, procedures, and course documentation are updated accordingly. This includes changes to assessment strategies, record-keeping procedures, and learner guidance. Each version of the document is recorded with version control and archived for audit purposes.
4. *Staff Training and Standardisation:*IQAs facilitate standardisation meetings and CPD sessions to ensure all delivery and assessment staff fully understand and implement the updates. Attendance is recorded and action points are logged.
5. *Record Keeping:*  
   We maintain a **Compliance Log** and an **IQA Action Plan** where all updates, actions taken, staff training dates, and changes made to documents are recorded. This log is reviewed during internal audits and external quality assurance visits.

**5. Monitoring/Sampling**

Notting Hill College will undertake sampling of assessment judgements in line with the sampling plans in place for all qualifications offered.

Sampling will be **formative** and **summative** and at a 10% to 25% of learner evidence, depending on the assessor’s experience, qualifications and competency. (100% for **new or newly qualified staff members**).

Sampling may take place formatively.

All completed qualifications will be formatively sampled.

An assessor will receive a sampling report within three days of submitting a learner portfolio for sampling.

Any disagreements with an IQAs findings will be reviewed by the Director of Notting Hill College, who will have the final say on any judgements.

Sampling plans will identify learners, assessors and the assessment criteria to be sampled. Sampling activities will meet the requirements of the awarding organisations Notting Hill College are approved with.

**6. IQA Roles & Responsibilities:**

* Develop and promote high quality programmes;
* Create, review, and update resources for curriculum development;
* Carry out quality and assurance activities related to the range of programmes;
* Liaise with colleagues to ensure efficient flow of data and information relating to learners and delivery activity;
* Support colleagues in identifying and implementing quality improvements;
* Work with the Director of Studies to support the production of an annual Self-Assessment Report;
* Ensure the delivery and assessment is in line with the qualification requirements;
* Ensure all assessment paperwork is completed accurately;
* Manage the day-to-day running of the IQA process, with specific focus on monitoring academic quality;
* Ensure all tutors/assessors are sampled over time;
* Observe teaching, learning and assessment practice as appropriate to ensure high standards;
* Support and offer development for tutors/assessors;
* Provide an audit trail of internal quality assurance.

Notting Hill College internal procedures are reviewed regularly and are communicated to all appropriate areas of the business using multiple communication channels (e.g. regular staff meetings, emails, work chats. Though the IQAhas ultimate responsibility for quality assurance, all staff have a responsibility within their own areas of work in helping to ensure that quality is embedded throughout the training department of Notting Hill College.

| **Version control** | | | |
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